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Working for America

eOPF Quick Reference
For Employees

Online eOPF Self-service Feature for Logon ID Retrieval and Password Reset for Current Users

Using the Self-service Feature

To access eOPF, the user requires an eOPF ID and password. If the user has forgotten one or both of these, the user may obtain new eOPF ID and password by using the eOPF self-service feature. Using this self-service feature in eOPF, a user does not need to contact the eOPF Help Desk or the agency's HR Office for an eOPF ID or password reset.

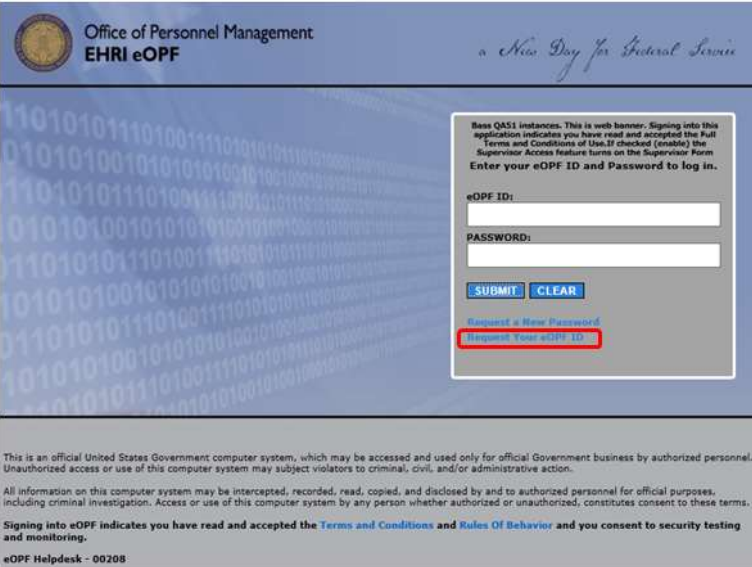This Quick Reference document on self-service eOPF ID and password reset consists of three sections:

Part 1: Request Your eOPF ID

Part 2: Request a New eOPF Password

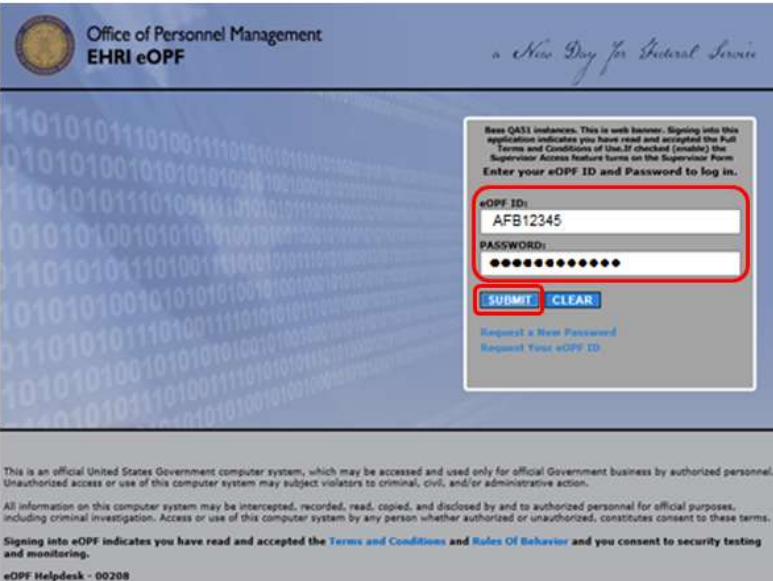**Part 3: Change Security Questions and Add Custom Questions**

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Part 1: Request Your eOPF ID

Step	Action	Screen Shot
1	Access your specific agency eOPF URL at: **https://eopf.nbc.gov/nasa/** Read the **eOPF User Agreement** page. Click the **Accept** button.	
2	From the **eOPF Logon** screen, click the **Request Your eOPF ID** link.	
3	From the **Request Your eOPF ID** page, enter the • Last 5 digits of your SSN • First 4 letters of your last name • Date of birth (mm/dd/yyyy) Click the **Submit** button.	

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Step	Action	Screen Shot
4	The **Answer Security Question** page displays, requesting an answer to one of the Security Questions that you chose. Enter the appropriate response. Click the **Submit** button.	**Answer Security Question** To complete your identification process please answer the following security question. What is the middle name of your oldest child? [____] Submit Cancel
5	The **Request Your eOPF ID** page displays stating that your Login ID request has been submitted for processing. Click the **Click here to return to login page** link.	**Request Your eOPF ID** Your eOPF ID request has been processed and an email will be sent to you with your eOPF Login ID within the next 60 minutes. Please make sure you check your spam or junk email folder if you do not see the email within 60 minutes. If you did not receive an email, please contact the helpdesk at stephen.carr@opm.gov for assistance. Please use "Missing eOPF ID eMail" in the subject and include your Agency, Full Name, your email address, and phone number in the body of the request. For many mail systems, if you click here, it will start an email for you. DO NOT INCLUDE YOUR SSN IN ANY CORRESPONDENCE WITH THE HELPDESK. Click here to return to logon page.
6	Your eOPF ID will be emailed to the email address of record in eOPF. Please contact the eOPF Help Desk if you do not receive an email with your eOPF ID.	This email is to notify you that a request for your eOPF ID has been made. eOPF ID: AFB12345 (example) If you did not initiate this request, please contact the helpdesk at 866-275-8518 or eopf_hd@telesishq.com for assistance. The eOPF system is implemented in accordance with the Privacy Act of 1974, 5 U.S.C. § 552a to safeguard information from unauthorized use. However, as hard as we try, sometimes information is erroneously stored. In the event an employee who accesses his/her personnel file discovers another person's information in their folder, he/she should immediately contact the eOPF Help Desk (dial 866-275-8518 or email eopf_hd@telesishq.com) regarding the error so that corrective measures can be taken. Any employee who knowingly and willfully discloses personal information pertaining to other individuals, in any manner, to any person or agency not entitled to receive it, may be found guilty of a misdemeanor and fined. Agency: AGENCY]

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Step	Action	Screen Shot
7	Return to the **eOPF Logon** page. Type in your eOPF ID and your password. Click the **Submit** button.	

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Part 2: Request a New Password

Step	Action	Screen Shot
1	From the **eOPF Logon** page, click the **Request a New Password** link.	
2	On the **Request a New Password** page, enter your: • eOPF ID • Last 5 digits of your SSN • First 4 letters of your last name Click the **Submit** button.	
3	The **Answer Security Question** page displays, requesting an answer to one of the Security Questions that you chose. Enter the appropriate response. Click the **Submit** button.	

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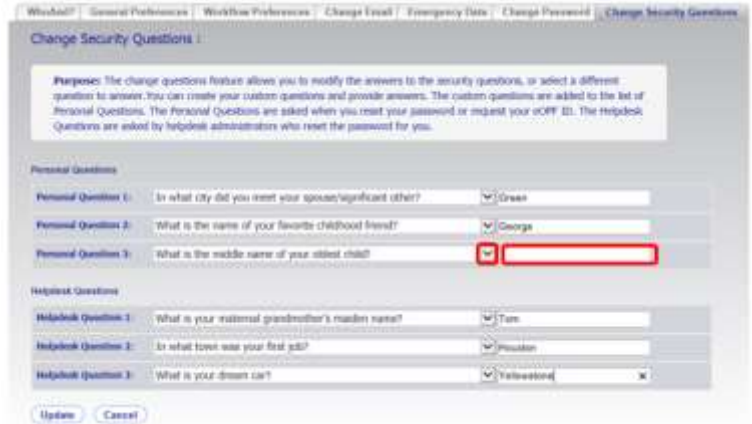| Step	Action	Screen Shot
4	The **Request a New Password** page displays stating that your request has been submitted for processing. Click the **Click here to return to login page** link.	**Request a New Password** Your password request has been processed and an email will be sent to you with a temporary token and instructions to reset your password. Please make sure you check your spam or junk email folder. If you did not receive an email, please contact the helpdesk at stephen.carr@opm.gov for assistance. DO NOT INCLUDE YOUR SSN IN ANY CORRESPONDENCE WITH THE HELPDESK. Click here to return to logon page.
5	An email is sent to the email address of record in eOPF with a URL link, a token, and instructions. The token is valid for 15 minutes. Click the **URL** link. Please contact the eOPF Help Desk if you do not receive an email with the URL and token.	This email is to notify you that a request to change your eOPF password has been made. Please click on the link below. You will be asked to provide your username and the 12 digit token below. Please note that token expires within 15 minutes of sending this email. URL: https://eopf.nbc.gov/agency/ChangePasswordRequest.aspx (example) Token: 13A13P543A3D43 (example) If you did not initiate this change, please contact the helpdesk at 866-275-8518 or eopf_hd@telesishq.com for assistance. The eOPF system is implemented in accordance with the Privacy Act of 1974, 5 U.S.C. § 552a to safeguard information from unauthorized use. However, as hard as we try, sometimes information is erroneously stored. In the event an employee who accesses his/her personnel file discovers another person's information in their folder, he/she should immediately contact the eOPF Help Desk (dial 866-275-8518 or email eopf_hd@telesishq.com) regarding the error so that corrective measures can be taken. Any employee who knowingly and willfully discloses personal information pertaining to other individuals, in any manner, to any person or agency not entitled to receive it, may be found guilty of a misdemeanor and fined. Agency: AGENCY1
6	The link opens the **Reset Your Password** page. Type in your **eOPF ID**. Copy the Token password from the email and paste it into the **Token** field. Click the **Submit** button.	**Reset your password** Please enter your eOPF ID and Token to Reset your password. Note: The token will expire within 15 minutes of requesting your password. eOPF ID : Token : Submit Cancel
7	The **Please reset your password** page displays. Enter a password that meets your agency's security guidelines in the **New Password** field, then again in the **ReType Password** field. Click the **Reset Password** button.	**Please reset your password** Purpose: Please enter a new password below and click on "Reset Password". After successfully creating the new password, you will be redirected to the Logon page. Use your newly created password to logon to eOPF. Note: Password must contain at least one upper-case letter, one lower-case letter, one number and one special character and must be at least 12 characters in length. New Password : ReType Password : Reset Password Cancel

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Step	Action	Screen Shot
8	The page refreshes, displaying the **eOPF Logon** page. Use your eOPF ID and your new password to logon to eOPF.	

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Part 3: Change Security Questions and Add Custom Questions

Step	Action	Screen Shot
1	eOPF lets you change your security questions at any time. From the **eOPF Welcome** page, click the **My Profile** button.	
2	From the **Who Am I?** page, click the **Change Security Questions** tab.	
3	The **Change Security Questions** page appears. Click the drop-down menu arrow and select the security question you would like to change. Type in the answer in the box to the right of the question. Security question answers are not validated for format or correctness (i.e. state, numbers, or dates). Maximum length for an answer is 35 characters.	

Step	Action	Screen Shot
4	You also have the ability to create custom questions for **Personal Questions**; however, custom questions cannot be created for **Helpdesk Questions**. Click the drop-down menu and select **Write your question.** Once selected, a blank question field is added, allowing you to type your custom question. Click **Add.** Once a custom question is created, it will always be listed in the drop-down menu. Maximum length for a question is 100 characters. There is no limit to the number of custom questions you may create.	
5	To save, click the **Update** button below the questions.	

Need Assistance?

For technical assistance, select the **Help** link from the upper-right corner of any eOPF screen or contact the eOPF Help Desk:

Email: eopf_hd@telesishq.com

Phone: 1-866-275-8518